

CALNET CONTACT INFORMATION

Revised: July 17, 2007

CUSTOMER SUPPORT AND GENERAL INFORMATION			
CALNET TRANSITION QUESTIONS AND INFORMATION			
Statewide Telecommunications and Network Division (STND) Staff	Department of Technology Services, STND	(916) 657-9150	stndhelpme@dts.ca.gov
STND CONTRACTS UNIT QUESTIONS AND INFORMATION			
Haydee Giusti	Department of Technology Services, STND	(916) 657-9271	haydee.giusti@dts.ca.gov
AT&T CUSTOMER SALES AND SUPPORT CENTER (CSSC)			
State Agencies	AT&T	1-800-266-7874	
Non-State Agencies	AT&T	1-877-972-6279	
VERIZON BUSINESS SALES AND CUSTOMER SUPPORT REPRESENTATIVES			
State and Non-State Agencies	Verizon Business (VZB)	1-800-477-0221	
CUSTOMER SERVICE CENTERS FOR REPORTING TROUBLE			
CALNET II MSA 1 – VOICE, DATA, AND VIDEO			
CALNET II MSA 2 – LONG DISTANCE AND NETWORK BASED SERVICES			
California Major Account Center (CMAC)	AT&T	1-800-303-0103	
CALNET II MSA 3 – IP VOICE, DATA, AND VIDEO SERVICES			
CALNET II MSA 4 – BROADBAND FIXED WIRELESS ACCESS DATA SERVICES			
Worldwide Customer Service Center	Verizon Business	1-877-624-1210	
CALNET I			
California Major Account Center (CMAC)	AT&T and Verizon Business	1-800-303-0103	

INVOICE ISSUE RESOLUTION

CALNET II MSA 1 – VOICE, DATA, AND VIDEO (AT&T)

CALNET II MSA 2 – LONG DISTANCE AND NETWORK BASED SERVICES (AT&T)

CALNET ACUS Billing

AT&T

1-877-922-5638

CALNET II MSA 3 – IP VOICE, DATA, AND VIDEO SERVICES (VZB)

CALNET II MSA 4 – BROADBAND FIXED WIRELESS ACCESS DATA SERVICES (VZB)

SingleView Billing Customer Service

Verizon Business

1-800-477-0221

CALNET I

State Integrated Billing System (SIBS)

AT&T and Verizon Business

1-888-791-7427

WEBSITES

Homepages	URLs
STND CALNET TRANSITION	www.dts.ca.gov/stnd/calnet-transition.asp
CALNET II CENTRAL HOMEPAGE	http://calnet.ca.gov
AT&T CALNET II MSA 1 AND 2	http://CALNETII-Info.com
VERIZON BUSINESS CALNET II MSA 3 AND 4 CUSTOMER CENTER	http://calnet2.verizonbusiness.com
CALNET I SERVICES AND CONTRACT LANGUAGE	www.calnetinfo.com
STATEWIDE TELECOMMUNICATIONS AND NETWORK DIVISION	www.dts.ca.gov/stnd
DEPARTMENT OF TECHNOLOGY SERVICES	www.dts.ca.gov